

9th September 2013

Matthew Tait
Area Team Director
Thames Valley

Dear Matthew,

Re: Heatherwood and Wexham Park- A&E Winter Plan Commitment

We are writing to outline our commitment to ensuring safe, effective urgent and emergency care services over the winter period in Heatherwood and Wexham Park NHS Foundation Trust and the surrounding health and social care system.

All partners have been working through the Urgent Care Programme Group to develop robust plans to increase capacity to target meeting the NHS Constitution commitment of patients being able to be seen within 4 hours of attendance at Accident and Emergency in Heatherwood and Wexham Park. The system will work together to target achievement in Quarters 3 and 4 of 2013/14 with an additional £6.644m resource allocated by NHS England.

The plans have been approved by the Urgent Care Programme Group and will be managed through three distinct workstreams:-

- Urgent Care Access
- Wexham Park Patient Flow
- Discharge and Out of Hospital

The system has agreed an escalation framework with communication mechanisms to manage peaks of demand. Performance will be assessed on a daily basis and monitored monthly by the Urgent Care Programme Group.

Yours sincerely,



Philippa Slinger
Chief Executive

Co-signatories: